

FIG. 1

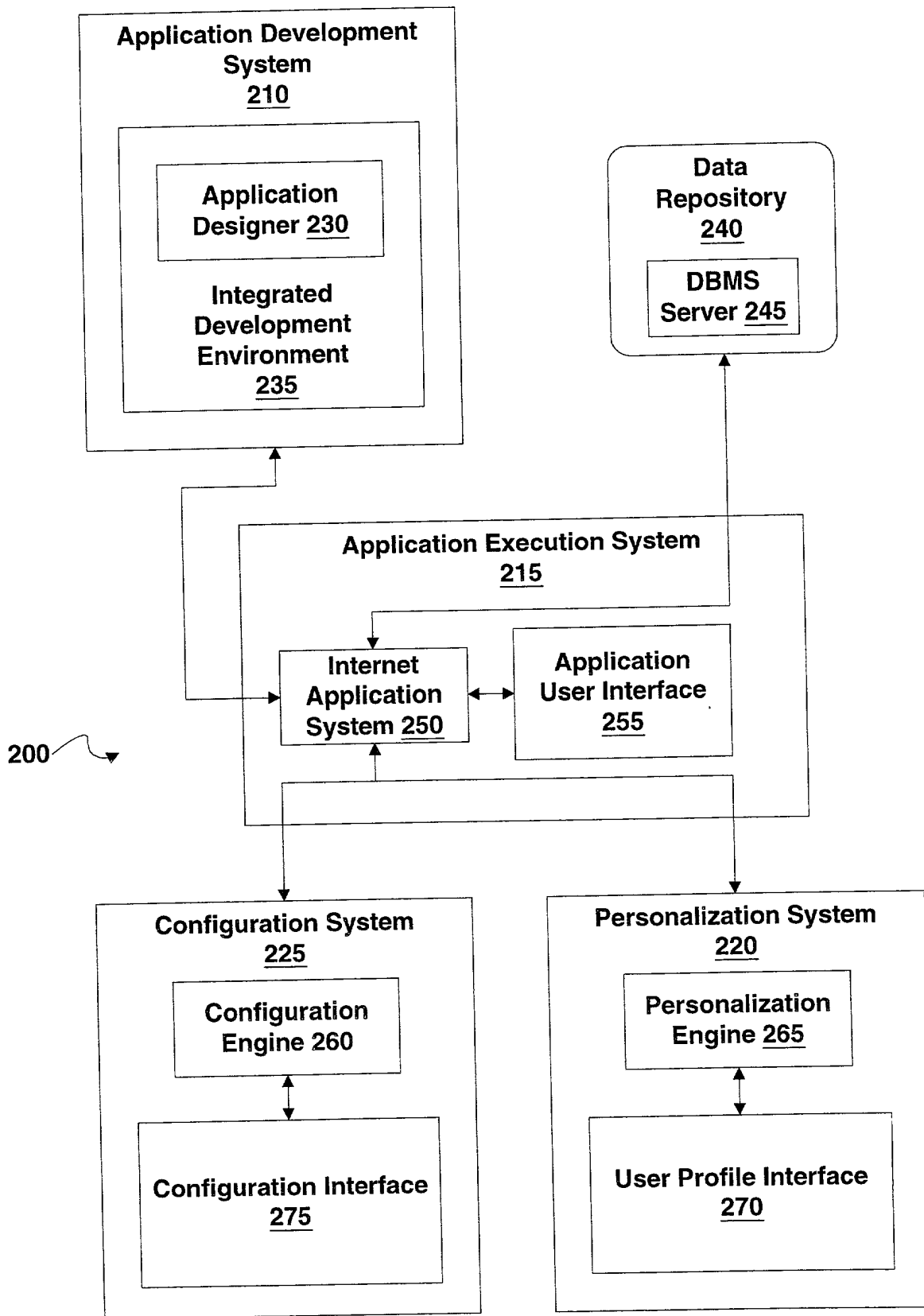
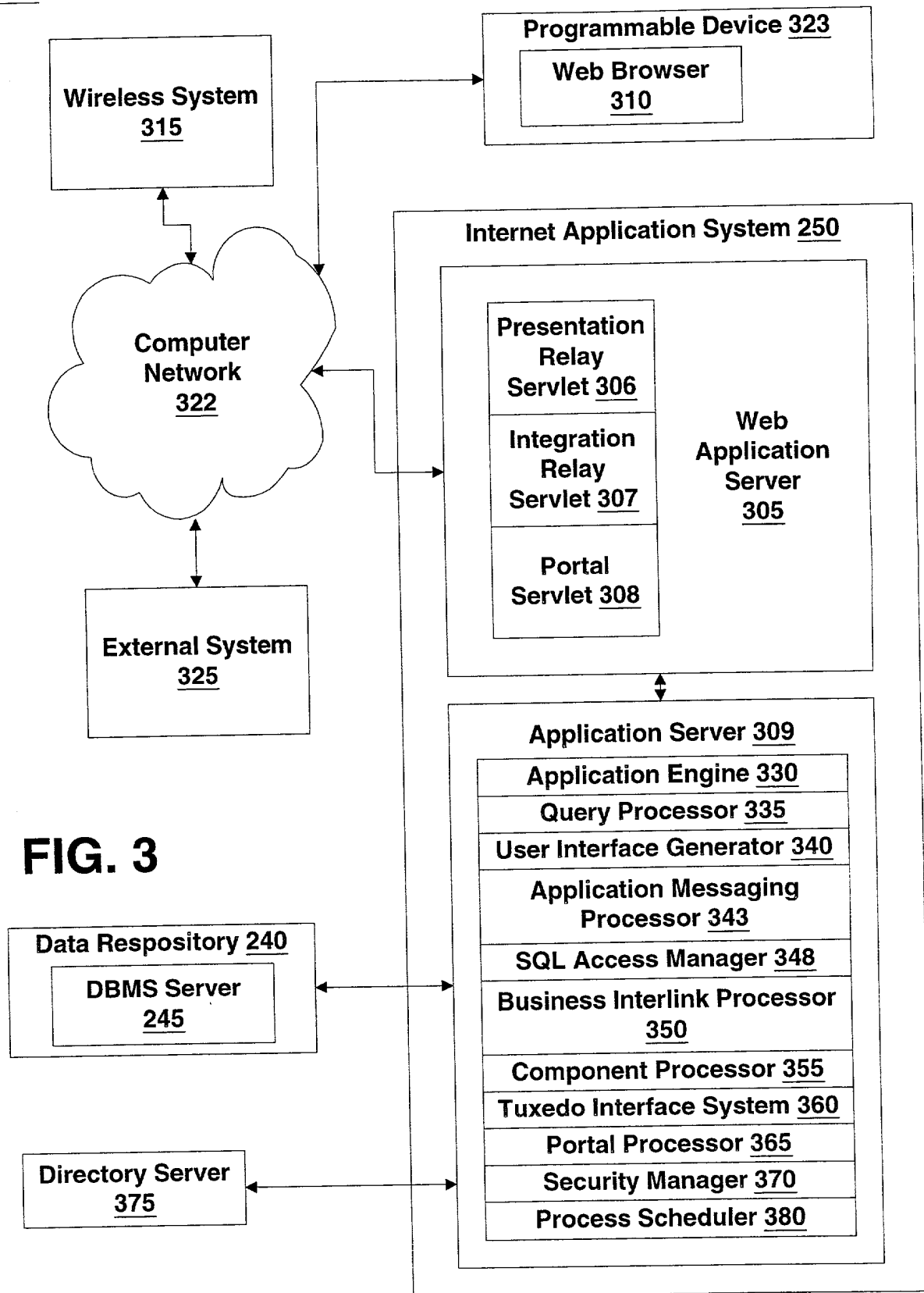


FIG. 2



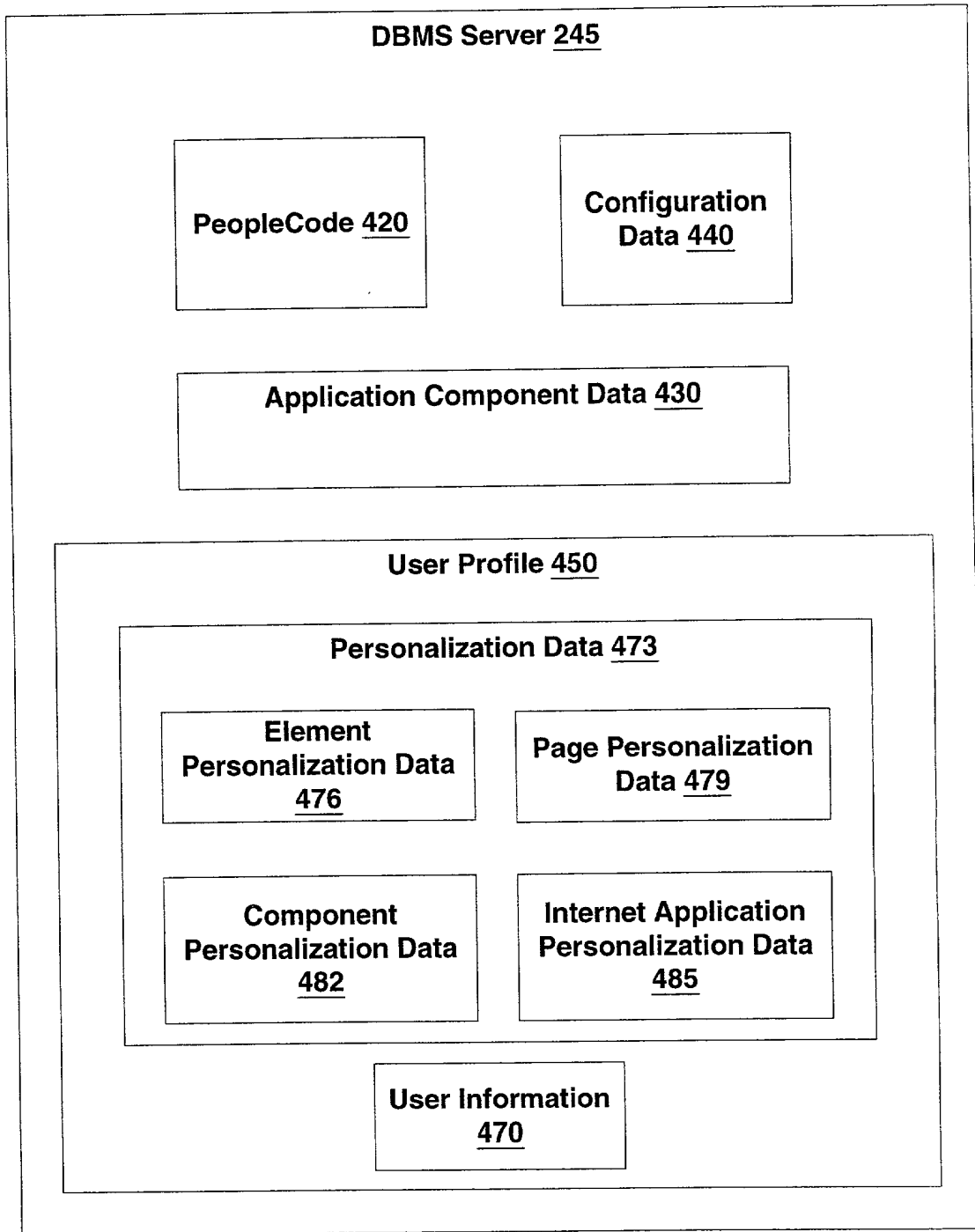


FIG. 4

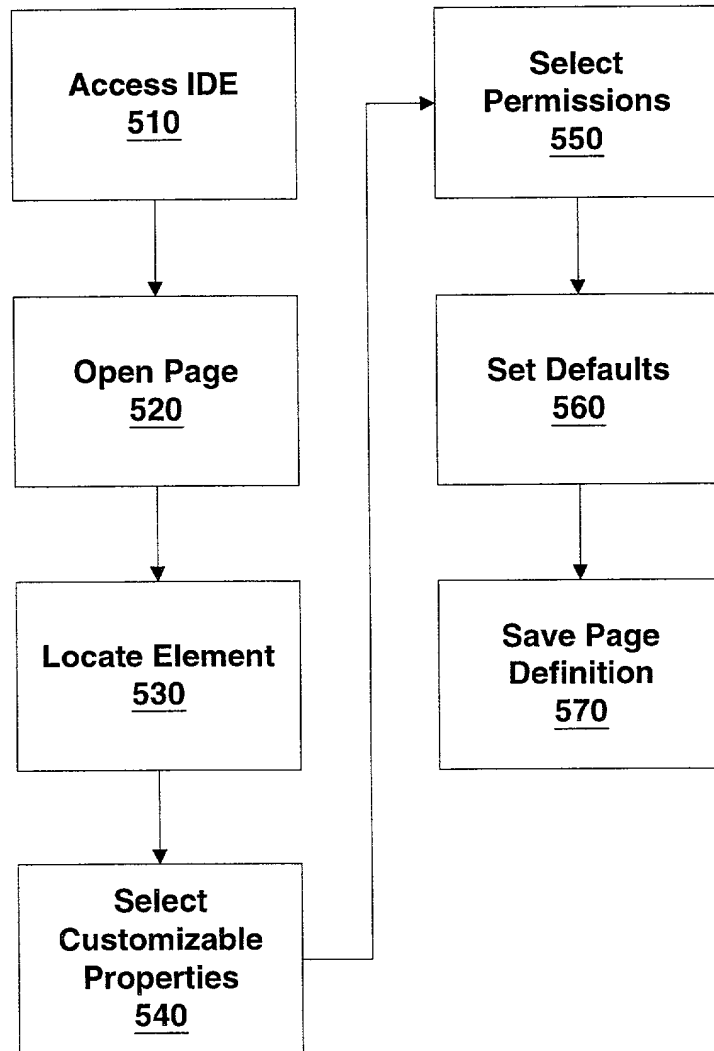


FIG. 5

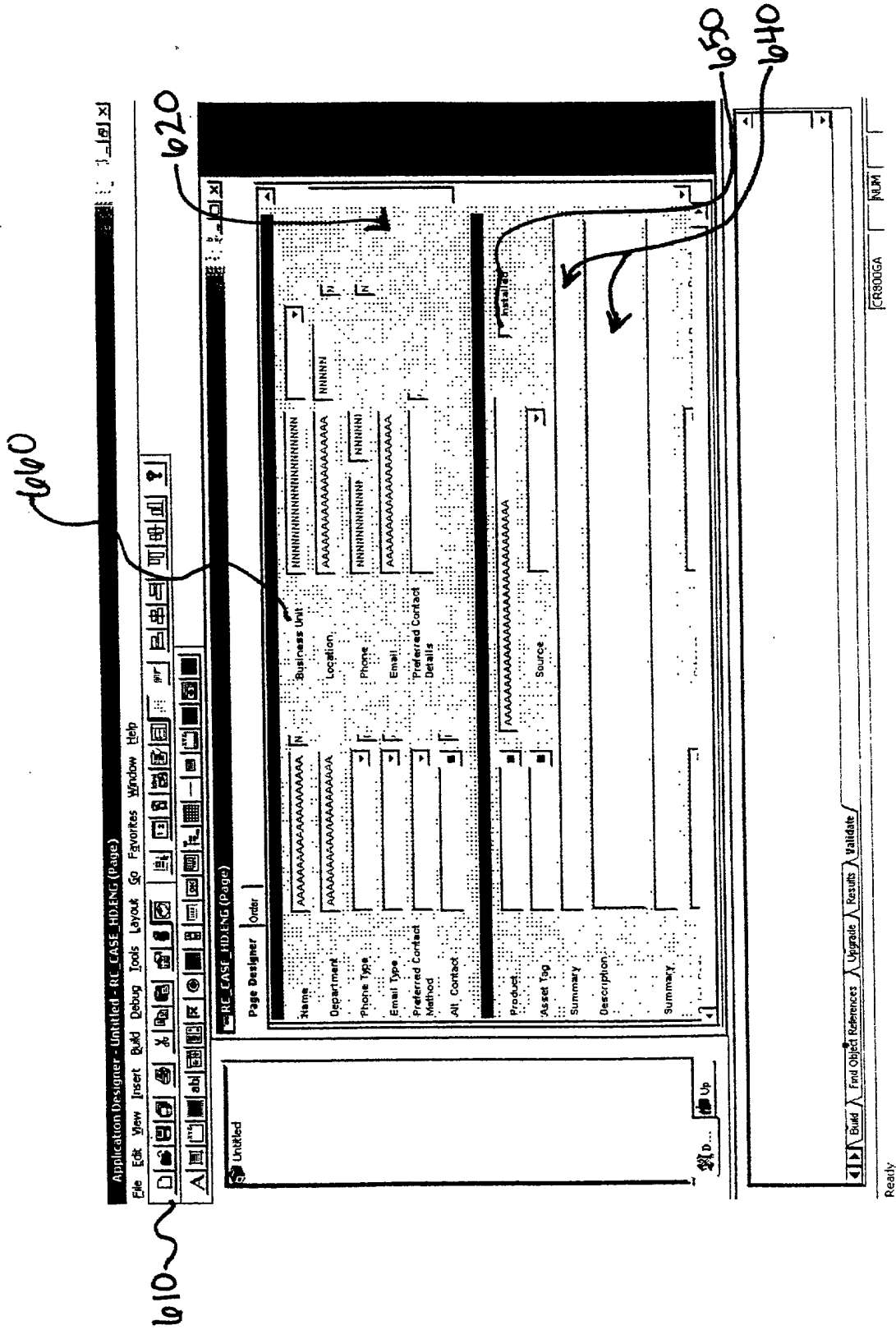


Fig. 6

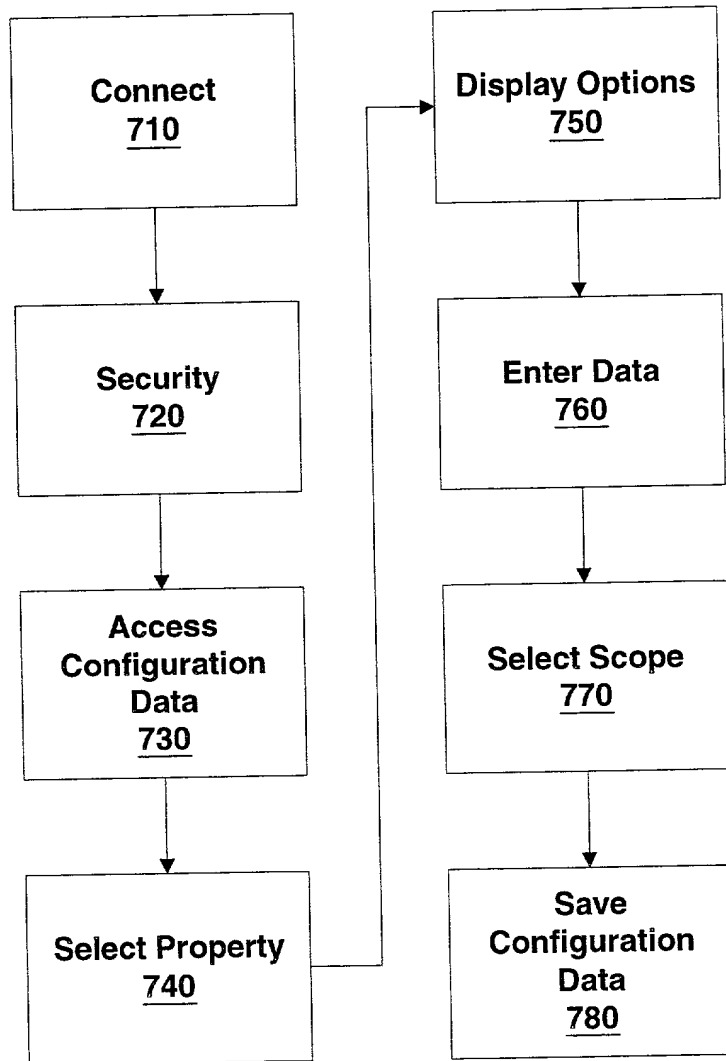


FIG. 7

Fig. 8

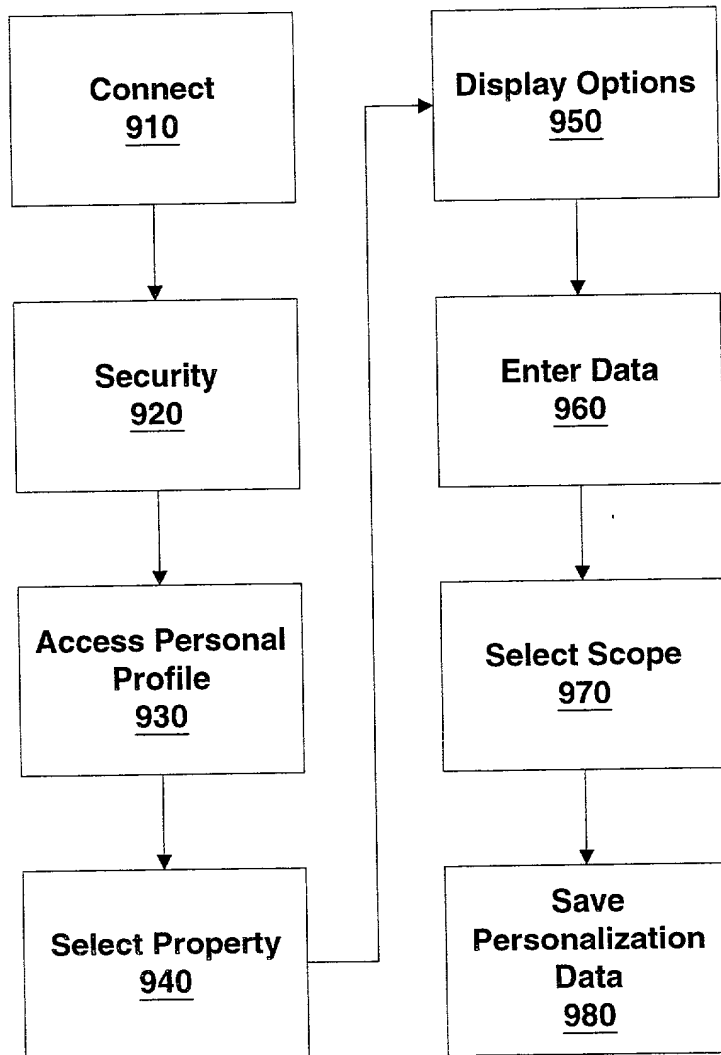


FIG. 9

1005 1010 1020 270

Self Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost:7001/services/crm/servlet/peoplesoft8/cmd-start8

Home New Window Help

General Profile Information

Opriid for CRMSKT, CRMQABAK

Password

Change Password

Change or set up forgotten password help

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect

My preferred language for reports and email is: English

Currency Code: \$

Set Personalizations

Email

Email Address:

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your readings

Alternate User ID:

From Date: (example: 1/23/2000)

To Date: (example: 1/23/2000)

Miscellaneous User Links

Local intranet

Fig. 10A

270

Self Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost:7001/services/clientServlet/peoplesoft/cmd-start&

Home > PeopleTools > Maintain Security > Use > My Profile

New Window View Worklist Home Help Sign Out

Personalization

Option	Default Value	Override Value
Accessibility Features	No	<input checked="" type="checkbox"/> Explain
Afternoon designator (PM, pm)	PM	<input type="checkbox"/> Explain
Currency Symbol	\$	<input type="checkbox"/> Explain
Currency Symbol Position	Leading	<input checked="" type="checkbox"/> Explain
Decimal Separator		<input type="checkbox"/> Explain
Date Format	MM/DD/YY	<input type="checkbox"/> Explain
Date Separator	/	<input type="checkbox"/> Explain
Local Time Zone	Pacific Time, Tijuana	<input type="checkbox"/> Explain
Morning designator (AM, am)	AM	<input type="checkbox"/> Explain
Multiple Row Insert	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Explain
Save Confirmation	Yes	<input type="checkbox"/> Explain
Save Warning	Yes	<input type="checkbox"/> Explain
Time Format	h mm ss (8 05 AM)	<input type="checkbox"/> Explain
Time Separator		<input type="checkbox"/> Explain
Thousand Separator		<input type="checkbox"/> Explain
Use Local Timezone	Yes	<input type="checkbox"/> Explain

Local intranet

1030

1060

830

FIG. 10B

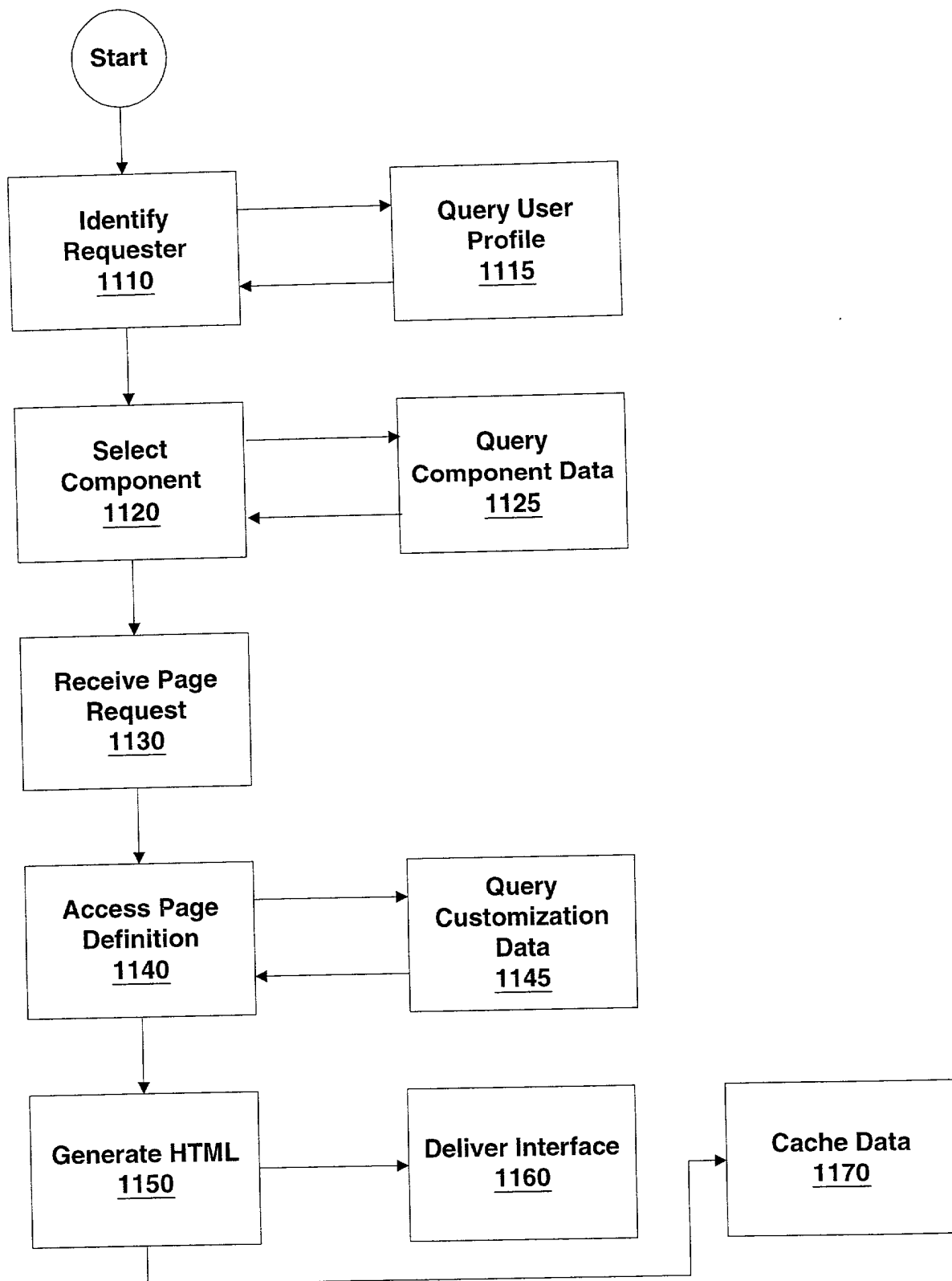


FIG. 11

703227 260400

Application Designer - Untitled - RC_CASE_HD.ENG (Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

Build Find Object References Upgrade Results Validate

Ready

1250

1210A

1210B

1210J

1210K

1210R

1210Z

RC_CASE_HD.ENG (Page)

Page Designer Order

Lvl	Label	Type	Field	Record	Display Control	Related Field	Control Field	Page Field
1	0	SubPage	EMP INFO GBO	DERIVED RC C				CUST INFO
2	0	Employee Informa Group Box	EMPL ID	DERIVED RC C				
3	0	EmpID	CASE CONTACT	RC CASE				
4	0	Contact ID	NAME SEARCH	DERIVED RC C				
5	0	Name	PERSON ID	RC DRILLDOWN				
6	0	Person ID	RC BU DESCR	DERIVED RC C				
7	0	Business Unit	BUSINESS UNIT	RC CASE				
8	0	Business Unit	DEPTID	FB WORKER				
9	0	Department	LOCATION	FB WORKER				
10	0	Location Code	PHONE TYPE	DERIVED RC C				
11	0	Phone Type	PHONE TYPE	RC CASE				
12	0	Phone Type	BUSINESS UNIT	DERIVED RC C				
13	0	Business Unit	PHONE	DERIVED RC C				
14	0	Phone	EXTENSION	DERIVED RC C				
15	0	Extension	E ADDR TYPE	DERIVED RC C				
16	0	Email Type	E ADDR TYPE	RC CASE				
17	0	Email Type	E ADDR ADDR	DERIVED RC C				
18	0	Email	RC CONTACT	RC CASE				
19	0	Preferred Contact	RC CONTACT I	DERIVED RC C				
20	0	Preferred Contact	RC CONTACT I	RC CASE				
21	0	Contact Details	CONTACT ID	RC CASE				
22	0	Contact	CONTACT ID	RC ALT ONTC				
23	0	All Contact	ALT NAME SEAR	RC ALT ONTC				
24	0	Problem Informatic	PROBLEM INFO	DERIVED RC C				
25	0	Product	RC PRODUCT I	DERIVED RC C				
26	0	Product	PRODUCT ID	RC CASE				

1200

Fig. 12

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites

Address http://localhost:7001/services/client/servlet/peopleSoft/Find-staff

Home Help Sign Out

Address Info View All First Last

*Address Seq: 1

Address Detail View All First Last

*Effective Date: 07/25/2001 ID: 1330

*Address Type: Business *Status: Active *Address ID: 1208 1330

Description: 1320

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

Country: CA California

State: CA California

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Postal: 94505

Submit

Phone Info View All First Last

*Phone Type Description Primary Telephone Int'l Phone Extension

Business Desk 17 001 925 694 9479

Done Local Intranet

FIG. 13A

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites

Address: http://localhost:7001/services/clientServlet/peopleSoft/cmd-start&

Home ? Help

Address Info

Address Seq: 1

Address Detail

Effective Date: 07/25/2001 1360

Address Type: Business

Status: Active

Address ID: 1208

Description:

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

County: CA California

State: CA

Time Zone: PST Pacific Time, Tijuana

Postat: 94505

Last Modified: 07/25/2001 2:36PM PDT VF1

Submit

Phone Info

Phone Type: Desk

Description:

Primary: [x]

Int'l Prefix: 001

Telephone: 925 694 9479

Phone Extension:

Business: [x]

Local intranet

1310

1340

1350

255

1330

1320

1335

Fig. 13B

Address Detail	
1310	*Effective Date: 07/25/2001
255	*Address Type: Business
	Description:
	Country: USA United States
1350	Address 1: PeopleSoft Parkway

*Status: 1360
*Address IC 1320

FIG. 13C

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address: http://localhost:7001/servlets/clientservlet/peoplesoft/cmd-start0

PERSONAL ADDRESS BOOK

Home Logout Help

Address Info

View All First 1 of 1 Last

*Address Seq: 1

Address Detail

View All First 1 of 1 Last

*Effective Date: 07/25/2001

*Status: ACTIVE

*Address Type: Business

*Address ID: 1708

Description:

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit

Phone Info

View All First 1 of 1 Last

*Phone Type Description Primary Int'l Telephone Phone

*Business Desk 17 001 925 694 9479 Extension

javascript:DataPrompt_main2('RB_PERSON_ADDR_EFFDT','RB_PERSON_ADDR_EFFDT','prompt40','450','false');

Local intranet

1310

1340

1350

1330

1320

1335

255

Fig. 13D



Home > Enrollment > My Profile > My Profile

Personalization

Option	Default Value	Override Value
Accessibility Features	No	<input type="checkbox"/> Explain
Tab over Address Buttons (+/-)	No	<input type="checkbox"/> Explain
Afternoon designator (PM, pm)	PM	<input type="checkbox"/> Explain
Tab over Calendar Button	No	<input type="checkbox"/> Explain
Currency Symbol	\$	<input type="checkbox"/> Explain
Currency Symbol Position	Leading	<input type="checkbox"/> Explain
Decimal Separator	MM/DD/YY	<input type="checkbox"/> Explain
Date Format	/	<input type="checkbox"/> Explain
Date Separator	Pacific Time, Tijuana	<input type="checkbox"/> Explain
Local Time Zone	AM	<input type="checkbox"/> Explain
Morning designator (AM, am)	Yes	<input type="checkbox"/> Explain
Multiple Row Insert	Yes	<input type="checkbox"/> Explain
Save Confirmation	Yes	<input type="checkbox"/> Explain
Save Warning	Yes	<input type="checkbox"/> Explain
Time Format	h:mm:ss:05 AM	<input type="checkbox"/> Explain
Time Separator		<input type="checkbox"/> Explain
Thousand Separator		<input type="checkbox"/> Explain

FIG 13E

1002227 25804001

Permission Lists - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Address http://localhost:7001/services/peopletools/peopletools8/cond=static

Home > PeopleTools > Maintain Security > User > Permission Lists

General Pages PeopleTools Process Sign on Times

Permission List ALLPANELS

Description All Panels

Menu Name	Edit Components
ADMINISTER_SECURITY	Edit Components
APPLICATION_ENGINE	Edit Components
APPMONITOR	Edit Components
CALLCENTER	Edit Components
CIC_PAGELETS	Edit Components
CNV_SCHEMA_MAP	Edit Components
CRM_OPEN_WORKLIST	Edit Components
CRM_PORTAL_COMPONENTS	Edit Components
CRM_TRANSFORM_UTILITY	Edit Components
CTL_CONFIGURATION	Edit Components
CUBE_MANAGER	Edit Components
EDI_MANAGER	Edit Components
ESTABLISH_BUSINESS_UNITS	Edit Components
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components
MAINTAIN_SECURITY	Edit Components
MAINTAIN_SOLUTION	Edit Components

1495 1420A 1420B 1410 255 1420P

1430 1440 1460

1450

Local intranet

FIG. 14A

FIG. 14B

1470

Grid Properties

General | Columns | Label | Use

General Attributes

Main Record: PSACLMENU

Page Field Name: PSACLMENU

Occurs Level: 1

Occurs Count: 15

1480

1490

Unlimited Occurs Count (rows)

270

OK Cancel

FIG. 14B

1004099 12301

Home > PeopleTools > Maintain Security > User > Permission Lists		
General Pages PeopleTools Process Sign-on Times ID		
Permission List ALLPANELS		
Description All Panels		
Menu Name	Edit Components	
ADMINISTER_SECURITY	Edit Components	+
APPLICATION_ENGINE	Edit Components	+
APPMONITOR	Edit Components	+
CALLCENTER	Edit Components	+
CIC_PAGELETS	Edit Components	+
CNV_SCHEMA_MAP	Edit Components	+
CRM_OPEN_WORKLIST	Edit Components	+
CRM_PORTAL_COMPONENTS	Edit Components	+
CRM_TRANSFORM_UTILITY	Edit Components	+
CTL_CONFIGURATION	Edit Components	+
CUBE_MANAGER	Edit Components	+
EDI_MANAGER	Edit Components	+
ESTABLISH_BUSINESS_UNITS	Edit Components	+
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components	+
MAINTAIN_SECURITY	Edit Components	+
MAINTAIN_SOLUTION	Edit Components	+
MANAGE_INTEGRATION_RULES	Edit Components	+
MASS_CHANGE	Edit Components	+
MISSION	Edit Components	+
PORTAL_ADMIN	Edit Components	+
PORTAL_COMPONENTS	Edit Components	+
PORTAL_PERSONAL_HOMEPAGE	Edit Components	+
PROCESSMONITOR	Edit Components	+
PROCESS_SCHEDULER	Edit Components	+
QUERY_MANAGER	Edit Components	+
RA_CAMPAIGN_MANAGEMENT	Edit Components	+
RA_CM_STRUCTURE	Edit Components	+
RB_DEFINE_PRODUCTS	Edit Components	+
RB_GENERAL_OPTIONS	Edit Components	+
RB_INTEGRATION_OPTIONS	Edit Components	+
RB_MANAGE_COMPETENCIES	Edit Components	+
RB_MANAGE_CUSTOMER_INFORMATION	Edit Components	+
RB_MANAGE_WORKFORCE	Edit Components	+
RB_PROCESS_INBOUND_TRANS	Edit Components	+
RB_STRUCTURE_SEARCHING	Edit Components	+
RB_WORKER_CALENDAR	Edit Components	+
RC_SELF_SERVICE	Edit Components	+
RC_SOLN_MGMT	Edit Components	+
REPORT_BOOKS	Edit Components	+
REPORT_MANAGER	Edit Components	+
RF_AGREEMENTS	Edit Components	+
RF_DEFINE_ITEMS	Edit Components	+
RF_DEFINE_ITEM_CONTROLS	Edit Components	+
RF_MAINT_ENTITLEMENTS	Edit Components	+
RF_MANAGE_RMA	Edit Components	+
RF_SERVICE_ORDER	Edit Components	+
RF_STRUCTURE	Edit Components	+
RI_CIC_HOME	Edit Components	+
RI_INTERACTION	Edit Components	+
RI_SETUP	Edit Components	+
RM_DELTA_UTILITY	Edit Components	+
RSF_FORECAST	Edit Components	+
RSF_LEADS	Edit Components	+
RSF_OPPORTUNITY	Edit Components	+
RSF_PRTL	Edit Components	+
RSF_SETUP_TABLES	Edit Components	+
RSF_TERRITORY	Edit Components	+
STRUCTURE_PROCESS_AUTOMATION	Edit Components	+
STRUCTURE_RC	Edit Components	+
TRANSLATE	Edit Components	+
TREEMANAGER	Edit Components	+
TREE_MANAGER	Edit Components	+
UTILITIES	Edit Components	+
WORKFLOW_ADMINISTRATOR	Edit Components	+
WORKLIST	Edit Components	+

1410

1420A

1420B

1420P

1420Q

225

Fig. 14C

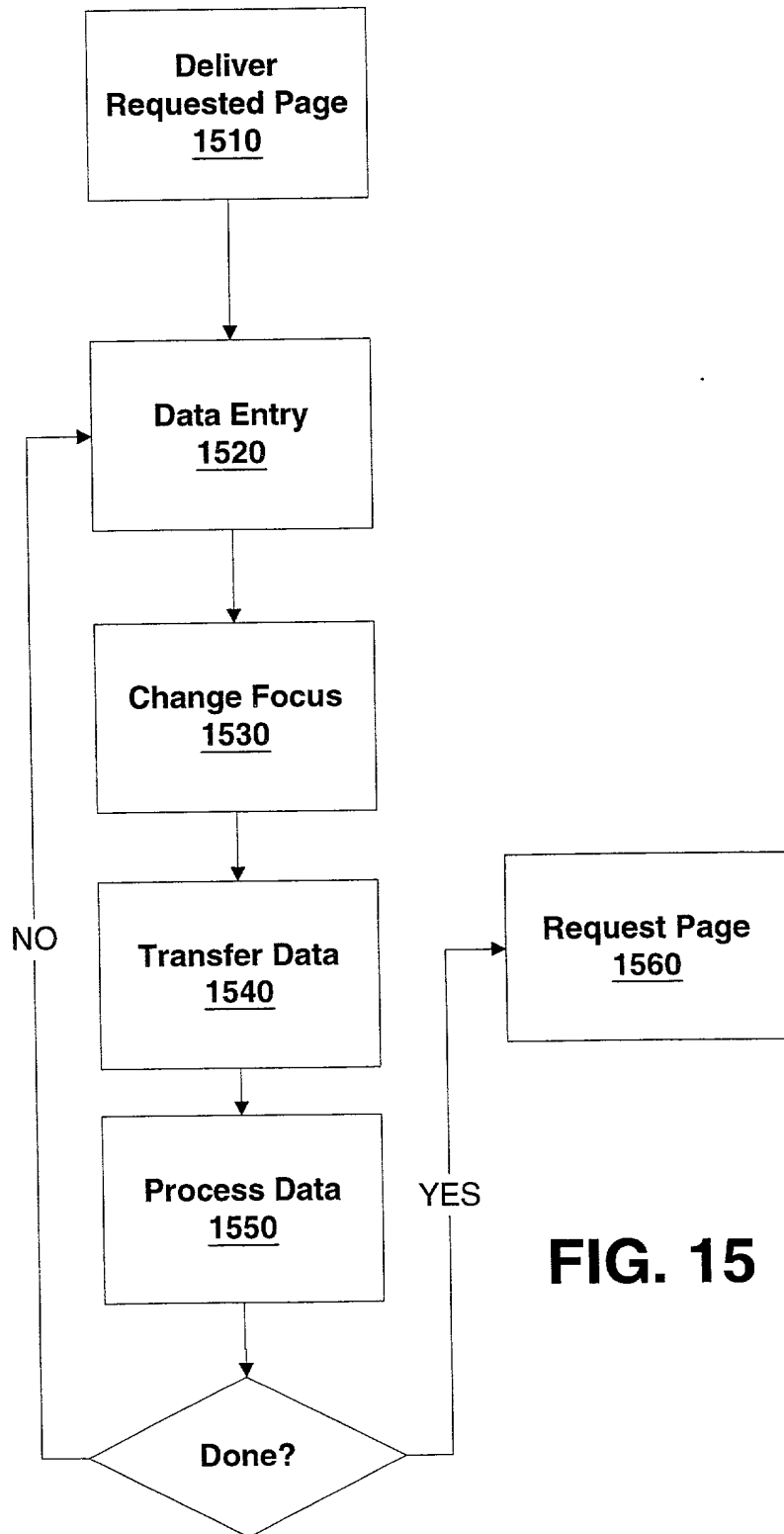


FIG. 15

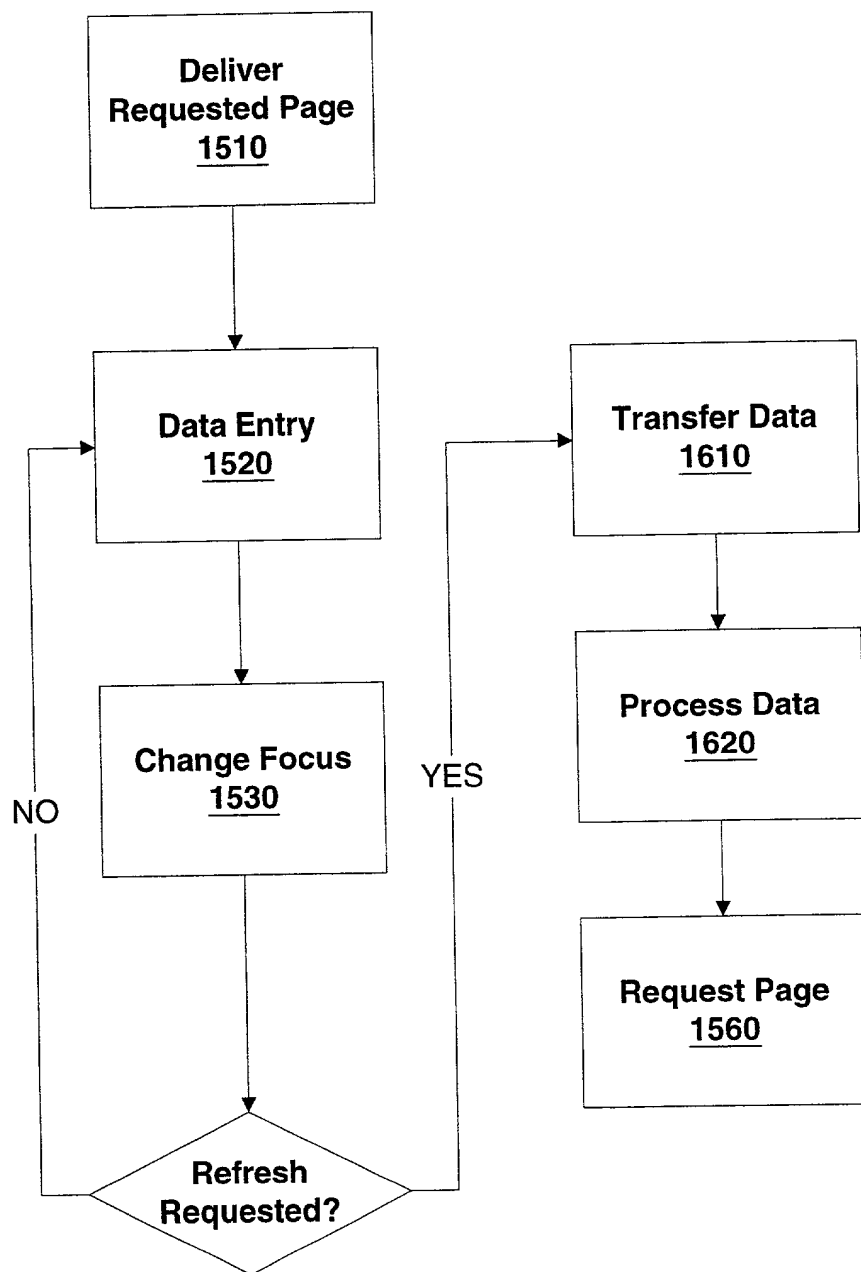


FIG. 16

10040397-12201

Component Properties

Général | Use | Internet

Search Page

Primary Action ☐ New ☒ Search

Default Search Action: Update/Display

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page -- Message Set/Nbr: 124 62

Link To Access Search Page -- Message Set/Nbr: 124 63

Instructional Text -- Message Set/Nbr: 124 50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive ☐ Deferred

☒ Allow Expert Entry

Toolbar

Selected Toolbar Actions:

<input checked="" type="checkbox"/> Save	<input type="checkbox"/> View WorkList
<input type="checkbox"/> Return to List	<input type="checkbox"/> Next in WorkList
<input type="checkbox"/> Next in List	<input type="checkbox"/> Previous in WorkList
<input type="checkbox"/> Previous in List	<input type="checkbox"/> Add
<input type="checkbox"/> Next Page in Component	<input type="checkbox"/> Update/Display
<input type="checkbox"/> Previous Page in Component	<input type="checkbox"/> Update/Display All
<input checked="" type="checkbox"/> Refresh	<input type="checkbox"/> Correction
<input checked="" type="checkbox"/> Disable Toolbar	

OK Cancel

275

1710

1720

1730

1740

FIG. 17A

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Home Local intranet

Address: http://localhost:7001/services/clientservice/peoplesoft0?cmd=stat&

Address Info

Address Seq: 1 View All First 1 of 1 Last

Address Detail

Effective Date: 07/25/2001 Status: Active View All First 1 of 1 Last

Address Type: Business Address ID: 1208

Description:

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

Country: CA California

State:

Postal: 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit

Expert Entry ~1760

Phone Info

Phone Type: Business Description: Desk Int'l Telephone Prefix: 001 Telephone Extension: 925 694 9479

Done

~255

1770

~1780

~1790

Fig. 17B